# Nursery Policies/Procedures

## Nursery Ages 0 - 2

We are so glad you are part of the NOW Kids team! 😀
Know that parents are entrusting us with their most prized possession... their child! This is a big responsibility & one not to take lightly. As nursery team we want to always represent the church with excellence & to treat each child with love, care, patience & understanding.

We have many parents coming in to our church for the first time & we want to give them an excellent experience. Always remember "You don't get a second chance at making a first impression. **So let's make a great one!**

Our **mission** is for kids to connect to God at the earliest possible age and that starts now!

**When Serving**
We ask that all our volunteers show up on time, ready to serve & excellent in attitude & appearance.

**Please do not be on your cell phone or other devices when serving unless it's an emergency. These precious kids need our full attention at all times.**

**Arrival Times**
**1st service** please arrive at **8:10am** sharp & print out a nursery volunteer label from the check in area & head to the nursery to prepare for service.

For **2nd service**, teams please arrive at **9:40am** sharp & print a label at the check-in area and head to the nursery to prepare for service.

For **3rd service**, teams please arrive at **11:10am** sharp & print a label at the check-in area and head to the nursery to prepare for service.

Also, depending on what service you are volunteering in, we ask that you attend one of the opposite services to be a part of praise & worship & to receive the Word. "Serve one, attend one."

**NOW Crew Lounge Code** 2432 ✓
Please keep this code private and use it to type this code to enter the Now Crew Lounge.
The NOW Crew Lounge is an area where you can place your personal items for safe keeping and for you to grab a snack or drink as a blessing to you on the day you are serving. Enjoy!

To Print Your Volunteer Label...

Go to the check-in iPad station and type in your name or phone number and choose volunteer and hit checkin…it's that easy!

Next, check all supplies & make sure room is clean, sanitized & ready for service.

When welcoming Families, Infants & Toddlers, Smile 😀 & make eye contact with the parents and assure them, if needed, that their child (children) are in great hands.

Always make sure when a child is being dropped off that both the parent & the child have been checked in & have their check in labels.

If the child has a diaper bag there will be a label printed to put on the bag as well. Ask for any special instructions about the child.
* If the child is having separation anxiety, the parent can come into the nursery for a few minutes to help as the child adjusts. The parent is not able to stay in the nursery with their child as it is a security issue & we have all our team members background checked, properly trained & want to keep a safe, peaceful atmosphere for the other kids & parents dropping off their children.

**Nursing Mothers**
If a mother is nursing we have a designated area where she can have privacy to nurse her baby. It is a trifold partition that is easy to put up for privacy.

**Security**
Once all children are checked in please lock the door.
During **check out** or when parents are called to check on their children **ALWAYS** verify their security sticker even if it's someone you already know!
We want to show consistency with everyone of our children & their parents/guardians.
Parents are not allowed to stay in the nursery with their children unless the mother is breastfeeding.

**Changing Diapers**
- Be prepared by having diapers, wipes and all supplies within easy reach
- ***NEVER*** leave children unattended and ***ALWAYS*** have a hand on the child when they are on the changing table
- Only females 18+ may help with diaper changes or escorting children using the restroom.
- Plastic bags are provided to wrap soiled diapers before putting them in trash cans
- Please sanitize hands after ***every*** diaper change
- Plastic gloves are provided if required
- Diapers should be changed as required but at least once per visit.
- IF THERE ARE SUPPLIES NEEDED PLEASE LET PASTORS TRISTAN OR KRISTEN KNOW.

**Sanitizing Toys & Surfaces, Routine Cleaning**
We are committed to maintaining an environment that is as clean, as possible. The following are guidelines for cleaning toys, tables and other surfaces after each service:
- Spray toys with disinfectant spray
- Wipe tables, high chairs, changing tables with disinfectant wipes
- Change crib sheets, if used, and place in laundry basket for cleaning
- Wipe down changing table covers with wipes or place in laundry basket if soiled.
- Vacuum floors (mainly after second service…vacuum is stored in utility closet)

- Empty trash cans and take out trash (mainly after second service)

**General Vigilance**

It is important to note that little ones put **everything** in their mouths. Please be aware of the surroundings, small parts that may fall off toys or other potential hazards. Be also on the lookout for climbers. Nursery is an important ministry to parents and children and we are dedicated to making the experience safe as well as enjoyable.

**Accident Reports**

Incase of an incident with a child where they are injured in any way, an accident report must be filled out and submitted to Pastors Tristan & Kristen at the end of service.

*if the incident is severe (bad cut & bleeding, bumped head, if child was bitten) contact the child's guardian immediately.

**Calling Parents During Service Times**

Open the Check-Ins app and type in the child's number. Here you can click the chat bubble next to the child's name and make sure the correct parent has the check box checked that you want to contact. Then proceed to "send message" to specifically text the parent to come to the nursery.
If after a few minutes the parent does not respond, you can contact the multimedia team via the Message app@ media@nowchurch.com with the location "Nursery" and the child's number (i.e. Nursery Z23G). Then they will place the child's number on the auditorium screen. *This can be done by any iPad or iPhone that has the iMessage feature enabled.

When the parent comes back, verify the label & unlock the door to allow the parent to comfort their child.

**Please Note**

* If you have been sick less than 24 hours before serving we ask that you reschedule to serve as we want to keep germs from spreading to the little ones!
* **OR** If there is a child who has been sick in the past 24 hours we ask that the parents take the child into service for the health & safety of all other children & volunteers.
* For kids wanting to help out they must be at least 10 years or older while accompanied by one of their parents who is also serving in nursery. And 6th grade and up can serve without their parents after completing LiftOff and a background check.
* Devices - Please refrain from using your personal phone or tablet while serving in NOW Kids. They need your full attention! We have a TV with great kid friendly, Godly videos as a great option for the kids to be entertained through the Minno app.

**Thank you for your heart to serve these precious kids!**

With love & appreciation!

Pastors Tristan & Kristen Kennedy